

Getting the most out of your SX-200 ICP CX Controller in a Hospitality Installation

A CX controller with ASU-II's is a great solution for smaller installations (96 analog phones or less). However, some first time CX installers experience frustration because of the small differences between a CX controller and an MX controller that an otherwise aware technicians did not plan for or anticipate. This info sheet should help prevent some frustration.

There isn't a printer port. SMDR, wakeup reports, CDE Data Print, and any other data output must be accomplished via ethernet using an i-pocket or networking the switch. Most installers do not network their switches because it generally makes more problems than it solves so an I-Pocket is usually used. In a CX controller with a Premier Database installed (that's how we ship all our CX Controllers), you already have a socket programmed in form 12 as ext 328. What you must do is delete the SMDR entry to the printer port in form 34 (since there is no printer port in a CX anyway) and re enter it, directing SMDR to ext 328. Program the i-pocket using the i-pocket cheat (from your class notes or from the cd that ships with each system sold). Hook your i-pocket up to your layer 2 switch and you have SMDR coming out of the DB9 on the i-pocket at the baud rate you programmed on the i-pocket.

A Superconsole 1000 is not available for a CX controller. A SC-1000 requires a digital line card and there isn't one on a CX controller or an ASU-II. The solution is to use a 5340 IP phone programmed as a Subattendant. Guests can be checked in/out, wakeups programmed, call restrictions set, place system in day, night 1, or night 2 service, all from the 5340 Subattendant.

Making a 5340 Sub Attendant

1. Go to form 19 and make sure ext 100 is deleted as an answering point for dial 0 calls and priority dial 0 calls.
2. Go to form 3 and do a copy cos from cos 1 (IP Sets) to an unused cos in your system. Rename the new cos Attendant. You need to add functionality to the Attendant, so enable the following options:
 - 101 (O/G Restriction/Room Status Setup)
 - 102 (Attendant display of System Alarms)
 - 105 (Guest Room Key)
 - 122 (Setup Time/Date)
 - 121 - Attendant Station Do Not Disturb
 - 123 (Attendant Call Forward Setup and Cancel)
 - 609 (Telephone Night Service Switching)Other options as needs arise (or directed by tech support)
3. The premier database has 8 phones pre-programmed as 5220 ip phones. That's not gonna work for you. Go to form 9 and delete ext 100. Now rebuild ext 100 by first selecting device type. Select the "more" key until you see 5340 S/ATT and select that for device type. 5340 will not work. 5340 will not work. 5340 will not work. You MUST select 5340 S/ATT or the phone will never do what you want.

4. Still in form 9 give the set the cos you made in step 2 and also a cor. You may re-use ext 100 or give it a different ext, whatever suits you.
5. Still in form 9 on the Subattendant's ext, do an expand set. As it is now, all the keys except the prime line are speed dial keys and no good to you until you change them. When you program a key in form 9 expand set you may have to select "more" several times to find the key selection you want. Your Subattendant needs LDN keys to direct different types of calls to, just like a regular console would have, select the "more" key until you see LDN key. Make keys 2 and 4 LDN keys and give them each an extension number (1101 and 1102 will work in most installs). Label each key for the type of call that will ring there. I suggest Dial 0 and External.
6. While you are still in the expand set of form 19, make keys 3, 5, and 7 hold keys. This is important because if you use the red hold key, that call is on a "hard hold" and you cannot answer another incoming call or make another call while the call you have is on "hard hold". The hold keys programmed on keys 3, 5, and 7 allow you to place calls on hold and still carry out the duties of an attendant.
7. While still in expand set form 9 make one of the keys a guest room key. Select feature key from the menu and then the more key until guest room key appears.
8. Still in form 9 expand set, make one of the keys a Day/Night key. It can be found under the feature key menu. Also make one of the keys a wakeup alarm key.
9. Plug the phone in. Register the phone (Press ***100, then press the hold key). Verify the phone works (dial tone). From the phone, make one of the keys a superkey.
10. In form 19, make the LDN you labeled "Dial 0" the answer point for attendant access.
11. In form 14, make the LDN you labeled "External" the answer point for your trunks.

Operation of the 5340 Subattendant can be found in the Subattendant User Guide 5340 IP Phone which is on your CD that came with your system. It is in the folder called Documentation, then under English, click on the Explorer icon labeled "index" and a table of contents will appear with all the user guides.

Guest Room Phones

Guest Room Phones with CX controller act like any other guest room phones. This guide assumes you are not installing PMS in your site and are using straight hospitality solution (5340 subatt checks rooms in/out). You need a Class Of Service that is not used by any other device. The CX default database has COS2-ONS set up. You may have a laundry phone, a cordless, or some other ons phone that will need that Class Of Service so do a copy COS in form 3 from COS2 to an unused COS and LABEL the new COS "Guest". Many of the options needed by guest rooms are already enabled in the copied COS but you need to add some to them. To the COS you copied from COS 2, enable option 202 Alarm Call- (for wakeups), 204 Call Block Applies Room to Room (Optional), and 244 Room Status.

ASU-II's

Your CX Controller can interface with up to 3 ASU-II's. The ASU-II is connected to the CX controller via the CIM port on the ASU-II and the QUAD CIM installed on the CX Controller MMC-1 or MMC-2. The Quad CIM is the same type CIM installed on an MX Controller, the difference being that the 4th CIM connector will not work on a CX (the software will not support it). To program an ASU-II on connector 4 of the Quad CIM is to invite an afternoon of hair pulling, struggle, and consternation because you'll find out you weren't supposed to do that in the first place. To program an ASU-II, go to form 53.

-Verify that a Quad CIM is programmed in either MMC-1m or MMC-2, (whichever MMC it's actually in).

-If it's installed but not programmed in form 53, program it.

-Put your cursor underneath the Quad CIM, intersecting bay 2. Select connector 1, thereby programming the Quad CIM to look for bay 2 on connector 1. Program connector 2 as bay 3 and connector 3 as bay 4 if needed.

-In form 1, go to Bay 2 slot 1. Select Node Type. By default, it comes up as a Per Node. Change this to ASU BAY. After you've converted the bay to an ASU Bay in form 1, you can program your 16 cct ONS cards in slot 1 and 2. Repeat this as necessary for bay 3 and 4 as needed.

- Go into Maintenance now and reset the switch. When it comes back up, let it set for 10 minutes and reset it again. When it comes back up this time, allow it to set for 10 minutes and verify in form 1 that it sees your ons cards programmed and installed in form 1. In form 9, the system will allow you to program up to 24 stations on each card. This is a glitch, do not program more than the 16 circuits that are there.

Other programming is the same as the MX controller